

1. Purpose of Policy

- 1.1. Eastern Gymnastics Club recognises the importance of the setting, payment/collection and refund of fees to the membership, as well as to the financial viability of the club.

2. Definition of Coverage

- 2.1. This policy applies to all members of the club.

3. Terms and Holiday Training

- 3.1. Terms run with the school terms (Typically 10 weeks, though term lengths can vary significantly depending on the timing of Easter), and gym term dates will be made available on the website and in the Club newsletters well in advance.
- 3.2. All classes except Adult Gym classes are billed on a term by term basis.
- 3.3. MAG National Program and WAG Squad Program classes are also charged for one week of holiday training during each school break which is held in the week preceding the beginning of term.
- 3.4. Holiday training is offered to other classes from time to time at the club's discretion, and sometimes, where holidays fall in competition season, competitive programs may train both weeks of the holidays. Additional weeks will be charged separately at standard rates in advance.
 - a) It is the responsibility of the Club Coordinator to approve such training sessions, and to ensure that they are financially viable. If such a session is not financially viable, the Club Coordinator may elect to offer the session at a higher than normal hourly rate and then reassess viability.

4. Public Holidays

- 4.1. As a general rule, all classes will run on public holidays and long weekends which fall within the term. From time to time classes may be cancelled on public holidays, and in this case, a make-up session will be made available or a credit made to the gymnast's account on request.

5. Fee structure and payment

- 5.1. The fee structure will be reviewed at least annually at the October or November Committee meeting, and may also be reviewed at any other time the committee deems necessary. This fee structure will include a family discount.
 - a) Fees will be calculated using an hourly rate corresponding to the average number of hours trained per week, multiplied by the total number of hours trained in that term.
- 5.2. Fees will be collected in a timely manner. To this end:
 - a) Invoices will be provided to members by the start of each term or within a week of membership application
 - b) Payment of fees by members is expected within two weeks of the start of term, or of their joining date (the due date), whichever is latest.
 - c) Any member who does not pay by the due date will be charged an Administration Fee, which will be set by the Committee with the fee structure.
 - d) One week after the due date, members who have not paid their fees or made suitable arrangements with the office will be sent a reminder invoice.
 - e) Three weeks after the due date, any member who has not paid their fees or made suitable arrangements with the office will be denied access to their class, and may lose their position to another gymnast. The member (or their parent as appropriate) will be contacted personally at this time
 - f) Five weeks after the due date, the Club may enlist the services of a debt collection agency to collect fees from any member who has not paid their fees or made suitable arrangements with the office. The member will be denied access to their class and may lose their position to another gymnast. The member (or their parent as appropriate) will again be contacted personally.
 - g) A member will be denied access to classes if a completed Membership form and payment of the Registration fee are not received within 2 weeks of joining.

5.3. In accordance with the transfer policies of Gymnastics Victoria and Gymnastics Australia, gymnasts transferring between clubs must pay all outstanding debts at their originating club before the transfer may be approved.

- a) Gymnasts owing monies will not be permitted to transfer to another club until the debt is fully paid.

6. Partial Attendance

6.1. A term's fees serve to reserve a place for a gymnast in a given class, and apply regardless of attendance. As such:

- a) No refund is available for classes not attended. A make-up class may be requested at no charge if a suitable class is available.
- b) Members joining a class mid-way through a term are billed on a pro-rata basis.
- c) A pro-rata credit will be applied to accounts in the case of classes missed due to cancellation by the club due to public holidays or operational requirements.
 - (i) No credit will be applied for cancellations or non-attendance due to weather. For more information, see the Extreme Temperature Policy.
- d) Pro-rata credit may be applied for absences of two or more weeks, or three or more classes, due to injury or illness, where the absence is supported by a medical certificate.
- e) In all other cases, credit will be applied only where approved by the Club Coordinator or Committee following a written request.

7. Payment Methods

7.1. The club will provide as many means of payment as are practical and financially viable to assist members to make prompt payment. This may include: cash, cheque (in person, by post or in the fee box), credit card (in person, by post or by phone), EFTPOS, and direct transfer.

8. Annual Registration and Maintenance & Equipment Levy

8.1. Annual Registration fees will be set by the Committee with the Fee Structure. This is an annual fee including registration with Gymnastics Victoria and personal injury insurance.

8.2. In each term where no Annual Registration fee is payable, a Maintenance & Equipment Levy will be charged. This will be set by the Committee with the Fee Structure, and the proceeds of this levy will be used exclusively to fund equipment maintenance, acquisition, replacement and repairs or facility maintenance, cleaning or improvements.

- a) The levy will be redeemable by attending a working bee, volunteering at an event or assisting the Club in any other way approved by the Committee or Club Coordinator.

9. Other Fees and Charges

9.1. Competitions, choreography, uniform, camps, additional training sessions, etc. are all offered from time to time by the Club to particular groups. Where applicable, such fees must be paid in advance, and they are generally non-refundable.

9.2. For more information, see the Competition Code of Conduct and Entry Policy, the letter about the particular item, or contact the office.

10. Adult Gym

10.1. Adult Gym classes are not billed in the same way as other classes and the following sections above do not apply to these classes:

- a) Section 3 and all clauses and sub-clauses
- b) Clause 5.2 and all sub-clauses
- c) Section 6 and all clauses and sub-clauses
- d) Clause 8.2.

10.2. Each gymnast must, for every lesson after the free trial class:

- a) Be a registered Club member, having filled in the Membership Form and made payment; and
- b) Have pre-paid for the lesson; or
- c) Fill in a lesson purchase form, and submit it with payment to the coach.

10.3. Adult Gym fees will be decided upon as part of the fee structure.

10.4. Lessons will be able to be purchased at any time from the office using a form provided.

10.5. Pre-purchased lessons expire at the end of the calendar year.

11. Alternative Arrangements

11.1. Any member may arrange a payment plan where they commit in writing to a number of smaller payments over a reasonable period of time. Such payment plan agreements may be made by the Club Coordinator or Office Staff.

11.2. A member who is experiencing circumstances which make payment difficult and for whom a payment plan would not be sufficiently helpful may apply to the Committee for special arrangements which could take the form of a temporary fee discount, deferral of fees to a

later date or any other form the Committee deems appropriate. Such decisions will be made on a case by case basis according to the best interests of the Club and the member, bearing in mind the Club's Mission and Vision.

12. Requirements and Responsibilities

12.1. Members and parents:

- a) Members are required to pay term fees or arrange a written payment plan by the due date (within two weeks of joining, or the beginning of term, whichever is later).
- b) Members are responsible for prompt payment of fees for all competition entries, choreography, music cuts, additional training sessions or other costs relating to gymnastic training. Failure to pay by the due date may result in the gymnast missing out on these items.
 - (i) These costs will be advised in writing before such fees are due to enable the member to opt-out of such costs. If a member does choose to opt out of these costs, they acknowledge that their gymnast will not require access to these services and may be disadvantaged as a result. In some programs, competitions and uniform are compulsory.

12.2. Coaches

- a) Coaches are responsible for ensuring prompt delivery of any invoices, statements and receipts that may be distributed through them.
- b) In the event of a gymnast being absent for 2 weeks, invoices or statements will be returned by Coaches to the office to be posted.
- c) Coaches are responsible for ensuring any monies handed to them are delivered immediately to the office or the fee box.

12.3. Program Coordinators

- a) Program Coordinators are responsible for ensuring the office staff have sufficient advance notice of any additional fees (choreography, music cuts, competition entries etc) in order to allow time to notify members and obtain payment, or allow them to exercise their right to opt-out of such fees.

12.4. Office Staff

- a) The office staff are the club's primary representatives for processing accounts, handling monies, recording payments, issuing receipts and chasing up outstanding fees. They are also responsible for issuing invoices and statements when required to by the Club Coordinator.

12.5. Club Coordinator

- a) The Club Coordinator is responsible for ensuring this policy is adhered to; for issuing credits where necessary and for ultimately ensuring all fees are collected in a timely manner.